

# AMERICA ONLINE FOR WINDOWS 2.5 - TOP 25 SYMPTOMS REPORT

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

Installation - Setup	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
32044 NO PROBLEMS - INSTALLATION HELP	1,469	7.91%	15/-86	9,751	7.99%
32132 DOWNLOADED - DID NOT RUN "SETUP.EXE"	378	2.04%	15/-113	5,705	4.67%
33688 "ERROR (# 8) OCCURRED. ... UNABLE TO CONTINUE"	331	1.78%	15/-57	5,466	4.48%
32036 "WE WERE UNABLE TO FIND YOUR MODEM"	181	0.97%	2/+29	538	0.44%
32179 "ACCESS DENIED. CANNOT CREATE DIR. C:\AOL25"	177	0.95%	6/-128	1,336	1.09%
SUB-TOTALS >>>	2,536	13.66%		22,796	18.68%

Application Launch	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
32054 AMERICA ONLINE - GROUP/ICON MISSING	236	1.27%	9/+13	1,485	1.22%
SUB-TOTALS >>>	236	1.27%		1,485	1.22%

Connection - Modem Not Dialing	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
34215 "OPEN FAILED FOR COM X: INVALID OR UNSUP. ID"	440	2.37%	14/+85	2,604	2.13%
33830 "YOUR MODEM IS NOT ACCEPTING OUR COMMANDS"	167	0.90%	15/-15	1,347	1.10%
SUB-TOTALS >>>	607	3.27%		3,951	3.24%

Connection - Modem Dials	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
32210 "AMER...WAS UNABLE TO INITIALIZE YOUR MODEM"	1,339	7.21%	15/+220	6,018	4.93%
32015 "THE MODEM WAS UNABLE TO GET A CARRIER SIGNAL"	443	2.39%	10/+60	1,976	1.62%
SUB-TOTALS >>>	1,782	9.60%		7,994	6.55%

Connection - After Handshake	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
32104 "YOUR ACCOUNT IS ALREADY SIGNED ON"	1,569	8.45%	15/+360	9,169	7.51%
32115 HANGS - "CHECKING PASSWORD" - 14.4K BAUD	454	2.44%	15/+128	2,195	1.80%
32082 "RECEIVED 'NO CARRIER' FROM MODEM"	404	2.18%	14/+88	1,948	1.60%
32127 HANGS - "STEP 4: REQ NETWORK ATTN..." - 14.4K	251	1.35%	15/+15	1,913	1.57%
32092 "THIS ACCOUNT IS NOT CURRENTLY ACTIVE"	146	0.79%	new	869	0.71%
32120 HANGS - "STEP 3: CONNECTING..." - 14.4K	144	0.78%	new	676	0.55%
SUB-TOTALS >>>	2,968	15.98%		16,770	13.74%

Registration/Resignup	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
32286 "YOUR ACCOUNT IS ALREADY SIGNED ON"	314	1.69%	13/+78	1,834	1.50%
32172 EXISTING MEMBER - TREATED AS "NEW USER"	251	1.35%	4/+28	1,055	0.86%
32253 NO PROBLEMS - REGISTRATION QUESTIONS	183	0.99%	3/+11	807	0.66%
SUB-TOTALS >>>	748	4.03%		3,696	3.03%

Online Error	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
32349 FREEZES - HOURGLASS	322	1.73%	14/+7	2,246	1.84%
32244 "RECEIVED 'NO CARRIER' FROM MODEM"	238	1.28%	13/+50	1,505	1.23%
32344 HOST - SLOW RESPONSE	177	0.95%	7/+11	1,084	0.89%
32304 "P3 ERROR: PACKET REFLECTION DETECTED"	174	0.94%	8/+14	1,115	0.91%
32248 FREEZES - ARTWORK UPDATES	161	0.87%	new	741	0.61%
34472 MODEM - DISCONNECTS - 14.4K BAUD	160	0.86%	12/-1	1,285	1.05%
SUB-TOTALS >>>	1,232	6.63%		7,976	6.53%

TOP 25 CASES GENERATED >>> 10,109 64,668

TOTAL CASES GENERATED >>> 18,569 122,062

TOP 25 HIT PERCENTAGE >>> 54.44% 52.98%

# AMERICA ONLINE FOR WINDOWS 2.0 - TOP 25 SYMPTOMS REPORT

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

Installation - Setup		WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
		CASES	% HITS		CASES	% HITS
12575	NO PROBLEMS - INSTALLATION HELP	1,097	6.83%	39/-471	20,964	6.93%
24756	"COULD NOT OPEN THE FILE X:\WELCOME.WAV"	308	1.92%	35/-155	8,399	2.77%
24193	FREEZES - DURING INSTALL PROCESS	196	1.22%	39/-114	5,779	1.91%
SUB-TOTALS >>>		1,601	9.97%		35,142	11.61%

Connection - Modem Not Dialing		WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
		CASES	% HITS		CASES	% HITS
12644	"AMER...WAS UNABLE TO INITIALIZE YOUR MODEM"	1,128	7.03%	39/-375	23,073	7.62%
24471	"THE MODEM HAS REPORTED NO DIALTONE"	276	1.72%	23/-53	5,350	1.77%
12888	"OPEN FAILED FOR COM X: HARDWARE NOT PRESENT"	179	1.11%	6/-38	3,293	1.09%
SUB-TOTALS >>>		1,583	9.86%		31,716	10.48%

Connection - Modem Dials		WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
		CASES	% HITS		CASES	% HITS
24589	"THE MODEM WAS UNABLE TO GET A CARRIER SIGNAL"	370	2.30%	22/-75	6,287	2.08%
28768	HANGS - "STEP 2: DIALING..." - 14.4K	171	1.07%	new	2,850	0.94%
12904	OPERATOR - AUDIBLE MESSAGE	237	1.48%	28/-80	4,443	1.47%
12898	LOCAL ACCESS NUMBER - BUSY	190	1.18%	13/-59	4,567	1.51%
SUB-TOTALS >>>		968	6.03%		18,147	5.99%

Connection - After Handshake		WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
		CASES	% HITS		CASES	% HITS
12923	"YOUR ACCOUNT IS ALREADY SIGNED ON"	1,123	6.99%	23/+27	11,805	3.90%
25087	HANGS - "STEP 4: REQ NETWORK ATTN..." - 14400 BAUD	339	2.11%	33/-64	5,713	1.89%
25094	HANGS - "CHECKING PASSWORD" - 14.4K	390	2.43%	new	6,098	2.01%
26308	"RECEIVED 'NO CARRIER' FROM MODEM"	320	1.99%	14/-40	4,526	1.50%
24117	HANGS - "STEP 4: REQ NETWORK ATTN..." - 2400	186	1.16%	2/-25	3,611	1.19%
12912	"THIS ACCOUNT IS NOT CURRENTLY ACTIVE"	164	1.02%	7/-46	3,243	1.07%
SUB-TOTALS >>>		2,522	15.71%		34,996	11.56%

Registration/Resignup		WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
		CASES	% HITS		CASES	% HITS
13101	"THAT SIGNUP NUMBER OR PASSWORD IS NOT VALID"	314	1.96%	19/-61	4,889	1.62%
12963	EXISTING MEMBER - TREATED AS "NEW USER"	272	1.69%	29/-100	4,789	1.58%
12958	CERTIFICATE - REQUESTED	257	1.60%	5/-107	3,194	1.06%
25894	NO PROBLEMS - REGISTRATION QUESTIONS	250	1.56%	28/-155	5,483	1.81%
28439	"YOUR ACCOUNT IS ALREADY SIGNED ON"	227	1.41%	4/-26	2,645	0.87%
12956	ACCOUNT - BUMPED DURING CREATION	171	1.07%	2/-60	2,569	0.85%
SUB-TOTALS >>>		1,491	9.29%		23,569	7.79%

Online Error		WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
		CASES	% HITS		CASES	% HITS
13374	HANGS - HOURGLASS	298	1.86%	39/-91	5,787	1.91%
25186	FREEZES - ARTWORK UPDATES	184	1.15%	new	2,516	0.83%
24957	"FOR SOME REASON...HOST HAS FAILED TO RESPOND"	146	0.91%	36/-64	3,707	1.22%
SUB-TOTALS >>>		628	3.91%		12,010	3.97%

TOP 25 CASES GENERATED >>>	8,793	155,580
TOTAL CASES GENERATED >>>	16,055	302,723
TOP 25 HIT PERCENTAGE >>>	54.77%	51.39%

# AMERICA ONLINE FOR WINDOWS 1.5 - TOP 25 SYMPTOMS REPORT

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

Installation - Setup		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
18721	NO PROBLEMS - INSTALLATION HELP	32	6.06%	19/-8	487	5.83%
10589	"WE WERE UNABLE TO FIND YOUR MODEM"	5	0.95%	new	90	1.08%
SUB-TOTALS >>>		37	7.01%		577	6.90%

Application Launch Problem		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
10612	WAOL - GROUP/ICON MISSING	4	0.76%	new	38	0.45%
SUB-TOTALS >>>		4	0.76%		38	0.45%

Connection - Modem Not Dialing		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
10676	"AMER...WAS UNABLE TO INITIALIZE YOUR MODEM"	44	8.33%	54/+2	659	7.88%
10680	"OPEN FAILED FOR COM X: DEVICE ALREADY OPEN"	14	2.65%	new	120	1.44%
16277	"THE MODEM HAS REPORTED NO DIAL TONE"	10	1.89%	23/-13	177	2.12%
10678	"INVALID OR UNSUPPORTED ID"	6	1.14%	new	27	0.32%
SUB-TOTALS >>>		74	14.02%		983	11.76%

Connection - Modem Dials		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
27275	"THE MODEM WAS UNABLE TO GET A CARRIER SIGNAL"	13	2.46%	13/same	170	2.03%
10695	OPERATOR - AUDIBLE MESSAGE	9	1.70%	44/-1	171	2.05%
27675	800 NUMBER - REGISTRATION NUMBER OUTSIDE U.S.	5	0.95%	new	51	0.61%
SUB-TOTALS >>>		27	5.11%		392	4.69%

Connection - After Handshake		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
10945	"YOUR ACCOUNT IS ALREADY SIGNED ON"	27	5.11%	14/-2	262	3.13%
10947	"SPEEDS ABOVE 2400 BAUD ARE NOT SUPPORTED"	18	3.41%	25/-1	239	2.86%
23294	"RECEIVED 'NO CARRIER' FROM MODEM"	11	2.08%	6/+2	124	1.48%
25096	HANGS - "CHECKING PASSWORD" - 14.4K	9	1.70%	new	140	1.67%
21577	"THE FINAL CONN. STEP TO AOL DID NOT COMPLETE"	8	1.52%	new	82	0.98%
25085	HANGS - "STEP 4: REQ NETWORK ATTN..." - 14.4K	7	1.33%	new	80	0.96%
SUB-TOTALS >>>		80	15.15%		927	11.09%

Registration/Resignup		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
11104	"THAT SIGNUP NUMBER OR PASSWORD IS NOT VALID"	16	3.03%	13/-1	182	2.18%
11113	CERTIFICATE - REQUESTED	11	2.08%	6/-2	120	1.44%
27277	NO PROBLEMS - REGISTRATION QUESTIONS	10	1.89%	3/-1	141	1.69%
11110	ACCOUNT - BUMPED DURING CREATION	8	1.52%	3/same	66	0.79%
11115	EXISTING MEMBER - TREATED AS "NEW USER"	6	1.14%	2/-2	95	1.14%
28440	"YOUR ACCOUNT IS ALREADY SIGNED ON"	5	0.95%	2/-3	47	0.56%
28460	FREEZES - DURING REGISTRATION	5	0.95%	new	48	0.57%
SUB-TOTALS >>>		61	11.55%		699	8.36%

Online Error		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
11469	FREEZES - HOURGLASS	7	1.33%	5/same	100	1.20%
SUB-TOTALS >>>		7	1.33%		100	1.20%

GPF		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
11366	UNKNOWN - MODULE AND/OR ADDRESS	6	1.14%	new	86	1.03%
SUB-TOTALS >>>		6	1.14%		86	1.03%

TOP 25 CASES GENERATED >>> 296 3,802

TOTAL CASES GENERATED >>> 528 8,359

TOP 25 HIT PERCENTAGE >>> 56.06% 45.48%

# AMERICA ONLINE FOR WINDOWS 1.1 - TOP 25 SYMPTOMS REPORT

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

Installation - Setup		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
4972	NO PROBLEMS - INSTALLATION HELP	65	4.20%	58/-2	1,187	4.81%
SUB-TOTALS >>>		65	4.20%		1,187	4.81%
Application Launch Problem		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
1392	IDB:ERROR: "READ OF RECORD FAILED"	15	0.97%	new	231	0.94%
SUB-TOTALS >>>		15	0.97%		231	0.94%
Connection - Modem Not Dialing		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
21	ERROR #1 - UNABLE TO INITIALIZE MODEM	216	13.96%	58/+15	3,232	13.10%
104	"OPEN FAILED FOR COM X: DEVICE ALREADY OPEN"	23	1.49%	28/+3	350	1.42%
SUB-TOTALS >>>		239	15.45%		3,582	14.51%
Connection - Modem Dials		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
16909	"ERROR #1 - UNABLE TO INITIALIZE MODEM"	36	2.33%	28/+8	473	1.92%
635	OPERATOR - AUDIBLE MESSAGE	28	1.81%	26/-5	366	1.48%
1176	MODEM - CARRIER - NO CONNECT	14	0.90%	58/-8	387	1.57%
4346	LOCAL ACCESS NUMBER - BUSY	18	1.16%	new	284	1.15%
SUB-TOTALS >>>		96	6.21%		1,510	6.12%
Connection - After Handshake		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
258	"SPEEDS ABOVE 2400 BAUD ARE NOT SUPPORTED"	40	2.59%	23/-16	564	2.29%
155	"YOUR ACCOUNT IS ALREADY SIGNED ON"	28	1.81%	4/+6	236	0.96%
8696	"ERROR #1 - UNABLE TO INITIALIZE MODEM"	21	1.36%	2/-6	322	1.30%
11	HANGS - "CHECKING PASSWORD" - 2400 BAUD	18	1.16%	12/same	274	1.11%
191	HANGS - "CONNECTED AT 9600 BAUD"	16	1.03%	2/-2	164	0.66%
179	ERROR #20	15	0.97%	new	188	0.76%
1928	ERROR #3	14	0.90%	new	154	0.62%
SUB-TOTALS >>>		152	9.83%		1,902	7.71%
Registration/Resignup		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
394	"THAT SIGNUP NUMBER OR PASSWORD IS NOT VALID"	61	3.94%	11/+4	458	1.86%
8602	CERTIFICATE - REQUESTED	26	1.68%	5/-4	248	1.00%
15216	NO PROBLEMS - REGISTRATION QUESTIONS	19	1.23%	new	324	1.31%
47	EXISTING MEMBER - TREATED AS "NEW USER"	15	0.97%	2/-2	206	0.83%
SUB-TOTALS >>>		121	7.82%		1,236	5.01%
Online Error		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
3970	HANGS - HOURGLASS	18	1.16%	new	198	0.80%
SUB-TOTALS >>>		18	1.16%		198	0.80%
GPF		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
8129	MANAGER.AOL AT 0013:1159	233	15.06%	58/+10	3,803	15.41%
8131	MANAGER.AOL AT 0013:12B2	45	2.91%	55/+17	595	2.41%
5441	GPF UNKNOWN BY CUSTOMER	21	1.36%	49/+2	325	1.32%
316	CODEMAN.AOL AT 0002:001F	15	0.97%	4/-2	242	0.98%
73	IDB.AOL AT 0004:22AA	12	0.78%	58/-4	304	1.23%
SUB-TOTALS >>>		326	21.07%		5,269	21.35%
TOP 25 CASES GENERATED >>>		1,032			15,115	
TOTAL CASES GENERATED >>>		1,547			24,678	
TOP 25 HIT PERCENTAGE >>>		66.71%			61.25%	

# TOP 25 SYMPTOMS REPORT - WINDOWS CLIENT CROSS-REFERENCE DATA

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

% of Calls Handled - This Period	69.27%
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% of Calls Handled - Last Period	76.55%
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Problem Type Hits (Hi/Low)	WAOL 2.5	% Total
Connection - After Handshake	2968	15.98%
Installation - Setup	2536	13.66%
Connection - Modem Dials	1782	9.60%
Online Error	1232	6.63%
Registration/Resignup	748	4.03%
Connection - Modem Not Dialing	607	3.27%
Application Launch Problem	236	1.27%
Downloading Error	0	0.00%
GPF	0	0.00%
Mail Error	0	0.00%
Signoff/Exit Problem	0	0.00%

Problem Type Hits (Hi/Low)	WAOL 2.0	% Total
Connection - After Handshake	2522	15.71%
Installation - Setup	1601	9.97%
Connection - Modem Not Dialing	1583	9.86%
Registration/Resignup	1491	9.29%
Connection - Modem Dials	968	6.03%
Online Error	628	3.91%
Downloading Error	0	0.00%
Application Launch Problem	0	0.00%
GPF	0	0.00%
Mail Error	0	0.00%
Signoff/Exit Problem	0	0.00%

Total Top 25 Cases	10,109	54.44%
Total Cases Generated	18,569	

Total Top 25 Cases	8,793	54.77%
Total Cases Generated	16,055	

Total Sessions & Client Use %	9,121,017	49.88%
Average Session Length	18.19	
Cases per Million Sessions	2,036	
Normalized 100% Cases per MS	2,939	

Total Sessions & Client Use %	4,846,650	26.50%
Average Session Length	18.30	
Cases per Million Sessions	3,313	
Normalized 100% Cases per MS	4,782	

Problem Type Hits (Hi/Low)	WAOL 1.5	% Total
Connection - After Handshake	80	15.15%
Connection - Modem Not Dialing	74	14.02%
Registration/Resignup	61	11.55%
Installation - Setup	37	7.01%
Connection - Modem Dials	27	5.11%
Online Error	7	1.33%
GPF	6	1.14%
Application Launch Problem	4	0.76%
Downloading Error	0	0.00%
Mail Error	0	0.00%
Signoff/Exit Problem	0	0.00%

Problem Type Hits (Hi/Low)	WAOL 1.1	% Total
GPF	326	21.07%
Connection - Modem Not Dialing	239	15.45%
Connection - After Handshake	152	9.83%
Registration/Resignup	121	7.82%
Connection - Modem Dials	96	6.21%
Installation - Setup	65	4.20%
Online Error	18	1.16%
Application Launch Problem	15	0.97%
Downloading Error	0	0.00%
Mail Error	0	0.00%
Signoff/Exit Problem	0	0.00%

Total Top 25 Cases	296	56.06%
Total Cases Generated	528	

Total Top 25 Cases	1,032	66.71%
Total Cases Generated	1,547	

Total Sessions & Client Use %	195,636	1.07%
Average Session Length	16.90	
Cases per Million Sessions	2,699	
Normalized 100% Cases per MS	3,896	

Total Sessions & Client Use %	219,378	1.20%
Average Session Length	17.55	
Cases per Million Sessions	7,052	
Normalized 100% Cases per MS	10,181	

# AMERICA ONLINE FOR MACINTOSH 2.6 - TOP 25 SYMPTOMS REPORT

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

Installation - Setup		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
32674	NO PROBLEMS - INSTALLATION HELP	290	4.88%	13/-40	2,708	6.55%
SUB-TOTAL >>>		290	4.88%		2,708	6.55%

Application Launch Problem		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
32727	"COULDN'T FIND THE FILE 'ONLINE DATABASE' "	521	8.77%	13/+71	2,287	5.53%
32887	"APPLN UNKNOWN...UNEXPECT. QUIT ERROR TYPE 1"	71	1.20%	new	292	0.71%
32898	HANGS - BEACH BALL	49	0.82%	new	247	0.60%
SUB-TOTAL >>>		641	10.79%		2,826	6.84%

Connection - Modem Not Dialing		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
32729	"AMER...WAS UNABLE TO INITIALIZE YOUR MODEM"	238	4.01%	13/+26	1,307	3.16%
32708	"...REQ'D SERIAL PORT...IN USE BY ANOTHER APPL."	53	0.89%	3/+3	312	0.76%
35147	"UNABLE TO CONNECT, NOT ENOUGH MEMORY"	45	0.76%	new	129	0.31%
32715	"ERROR #26 - ...MODEM IS NOT ACCEPTING CMDS."	43	0.72%	2/+3	304	0.74%
SUB-TOTAL >>>		379	6.38%		2,052	4.97%

Connection - After Handshake		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
32748	"YOUR ACCOUNT IS ALREADY SIGNED ON"	405	6.82%	13/+131	2,567	6.21%
32765	HANGS - "STEP 4: REQ NETWORK ATTN..." - 14.4K	203	3.42%	13/+36	1,589	3.85%
32761	"THE FINAL CONN. TO AOL DID NOT TAKE PLACE"	71	1.20%	3/+1	390	0.94%
32738	HANGS - "STEP 4: REQ NETWORK ATTN..." - 2400	70	1.18%	2/+4	390	0.94%
32747	HANGS - "STEP 7: CHECKING PASSWORD" - 14.4K	63	1.06%	2/+19	395	0.96%
SUB-TOTAL >>>		812	13.67%		5,331	12.90%

Registration/Resignup		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
32785	EXISTING MEMBER - TREATED AS "NEW USER"	81	1.36%	13/+7	593	1.44%
34427	"YOUR ACCOUNT IS ALREADY SIGNED ON"	58	0.98%	9/+6	422	1.02%
SUB-TOTAL >>>		139	2.34%		1,015	2.46%

Online Error		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
36020	BROWSER "URL COULD NOT BE RETRIEVED"	503	8.47%	10/+15	3,120	7.55%
37944	"COULD NOT FIND THE WEB BROWSER APPL."	423	7.12%	6/+50	2,338	5.66%
35134	BROWSER - "THERE IS NOT ENOUGH MEMORY AVAIL."	132	2.22%	12/+3	1,183	2.86%
35355	"YOUR SESSION HAS BEEN INTERRUPTED"- 28.8K	73	1.23%	12/same	714	1.73%
32873	HANGS - BEACH BALL	65	1.09%	13/+3	591	1.43%
38018	MODEM - DISCONNECTS - 28800 BAUD	60	1.01%	5/-4	284	0.69%
32863	"YOUR SESSION HAS BEEN INTERRUPTED" - 14.4K	52	0.88%	13/-22	817	1.98%
38047	MODEM - DISCONNECTS - 14400 BAUD	44	0.74%	5/-12	265	0.64%
38375	BROWSER - CLOSSES OR DISCONNECTS UNEXPECTEDLY	44	0.74%	4/-7	228	0.55%
SUB-TOTAL >>>		1,396	23.50%		9,540	23.09%

Mail Error		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
32950	AOL MAIL - UNABLE TO RECEIVE	49	0.82%	new	106	0.26%
SUB-TOTAL >>>		49	0.82%		106	0.26%

TOP 25 CASES GENERATED >>>	3,706	23,578
TOTAL CASES GENERATED >>>	5,941	41,322
TOP 25 HIT PERCENTAGE >>>	62.38%	57.06%

# AMERICA ONLINE FOR MACINTOSH 2.5.1 - TOP 25 SYMPTOMS REPORT

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

Installation - Setup	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
12497 NO PROBLEMS - INSTALLATION HELP	248	4.71%	33/-61	4,702	5.51%
SUB-TOTAL >>>	248	4.71%		4,702	5.51%

Application Launch Problem	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
12514 "COULDN'T FIND THE FILE 'ONLINE DATABASE' "	170	3.23%	40/+14	1,516	1.78%
24556 "APPLN UNKNOWN...UNEXPECT. QUIT ERROR TYPE 1"	98	1.86%	3/+32	876	1.03%
27138 HANGS - BEACH BALL	73	1.39%	4/+7	776	0.91%
24368 AOL ICON/FOLDER MISSING	55	1.05%	6/-5	837	0.98%
SUB-TOTAL >>>	396	7.53%		4,005	4.69%

Connection - Modem Not Dialing	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
12563 "AMER...WAS UNABLE TO INITIALIZE YOUR MODEM"	378	7.18%	40/-54	6,589	7.72%
12560 "THE SERIAL PORT... IS IN USE BY ANOTHER.."	159	3.02%	40/-39	2,474	2.90%
12556 "ERROR #26 - ...MODEM IS NOT ACCEPTING CMDs."	139	2.64%	40/-23	3,024	3.54%
25842 "THE MODEM HAS REPORTED NO DIAL TONE"	68	1.29%	18/-40	1,614	1.89%
SUB-TOTAL >>>	744	14.14%		13,701	16.05%

Connection - Modem Dials	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
12698 OPERATOR - AUDIBLE MESSAGE	62	1.18%	11/-4	899	1.05%
25218 HANGS - "STEP 2: DIALING..." - 14.4K BAUD	53	1.01%	2/-11	839	0.98%
SUB-TOTAL >>>	115	2.19%		1,738	2.04%

Connection - After Handshake	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
12778 "YOUR ACCOUNT IS ALREADY SIGNED ON"	354	6.73%	38/+68	3,814	4.47%
25221 HANGS - "STEP 4: REQ NETWORK ATTN..." - 14.4K	320	6.08%	36/-27	5,185	6.08%
12774 "SPEEDS ABOVE 2400 BAUD ARE NOT SUPPORTED"	122	2.32%	17/+37	1,332	1.56%
12788 HANGS - "STEP 4: REQ NETWORK ATTN..." - 2400	117	2.22%	40/-29	2,159	2.53%
26103 "THE FINAL CONN. TO AOL DID NOT TAKE PLACE"	103	1.96%	34/same	1,519	1.78%
25228 HANGS - "STEP 7: CHECKING PASSWORD" - 14.4K	55	1.05%	new	870	1.02%
SUB-TOTAL >>>	1,071	20.36%		14,879	17.43%

Registration/Resignup	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
12878 "INVALID CERTIFICATE NUMBER OR PASSWORD"	82	1.56%	8/-22	1,257	1.47%
12885 CERTIFICATE - REQUESTED	80	1.52%	6/+8	864	1.01%
12884 EXISTING MEMBER - TREATED AS "NEW USER"	77	1.46%	40/-11	1,122	1.31%
34428 "YOUR ACCOUNT IS ALREADY SIGNED ON"	73	1.39%	4/+14	843	0.99%
SUB-TOTAL >>>	312	5.93%		4,086	4.79%

Online Error	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
12914 "FOR SOME REASON...HOST FAILED TO RESPOND"	89	1.69%	40/-8	1,855	2.17%
13012 HANGS - BEACH BALL	62	1.18%	40/-11	1,268	1.49%
27444 "YOUR SESSION HAS BEEN INTERRUPTED" - 14.4K	62	1.18%	28/+2	1,240	1.45%
12795 FREEZES - ARTWORK UPDATES	53	1.01%	6/-14	1,066	1.25%
SUB-TOTAL >>>	266	5.06%		5,429	6.36%

TOP 25 CASES GENERATED >>>	3,152	48,540
TOTAL CASES GENERATED >>>	5,261	85,346
TOP 25 HIT PERCENTAGE >>>	59.91%	56.87%

# AMERICA ONLINE FOR MACINTOSH 2.1 - TOP 25 SYMPTOMS REPORT

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

Installation - Setup	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
6876 NO PROBLEMS - INSTALLATION HELP	27	5.65%	58/+8	437	5.98%
SUB-TOTAL >>>	27	5.65%		437	5.98%

Application Launch Problem	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
6388 CRASHES - UPON LAUNCH	5	1.05%	new	43	0.59%
20015 AOL ICON/FOLDER MISSING	5	1.05%	new	40	0.55%
28453 HANGS - BEACH BALL	5	1.05%	new	32	0.44%
SUB-TOTAL >>>	15	3.14%		115	1.57%

Connection - Modem Not Dialing	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
6399 "GENERAL MODEM ERROR"	44	9.21%	58/-2	703	9.61%
6002 "ERROR #26 - ...MODEM IS NOT ACCEPTING CMDS."	25	5.23%	60/-7	430	5.88%
6495 "THE SERIAL PORT... IS IN USE BY ANOTHER.."	13	2.72%	28/-3	186	2.54%
6165 HANGS - "STEP 1: INITIALIZING MODEM" - 2400 BAUD	10	2.09%	54/+3	174	2.38%
25965 HANGS - "STEP 2: DIALING..." - 2400 BAUD	7	1.46%	4/+1	90	1.23%
SUB-TOTAL >>>	99	20.71%		1,583	21.65%

Connection - Modem Dials	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
8990 "YOUR ACCESS NUMBER...ANSWERING OR RESP."	12	2.51%	24/-7	224	3.06%
6304 OPERATOR - AUDIBLE MESSAGE	11	2.30%	new	109	1.49%
6166 HANGS - "STEP 2: DIALING..." - 2400 BAUD	10	2.09%	3/+4	123	1.68%
5881 "UNABLE TO CONN....ACCESS NUMBER AT THIS TIME"	7	1.46%	5/+1	101	1.38%
6313 MODEM - CARRIER - NO CONNECT	6	1.26%	new	80	1.09%
6319 "GENERAL MODEM ERROR"	5	1.05%	2/-1	105	1.44%
6270 "ERROR #27 - ALL PHONES LINES TO AOL ... BUSY"	5	1.05%	new	52	0.71%
SUB-TOTAL >>>	56	11.72%		794	10.86%

Connection - After Handshake	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
6232 "YOUR ACCOUNT IS ALREADY SIGNED ON"	25	5.23%	4/+9	201	2.75%
6168 HANGS - "STEP 4: REQ NETWORK ATTN..." - 2400	17	3.56%	60/+4	251	3.43%
25363 HANGS - "STEP 4: REQ NETWORK ATTN..." - 14.4K	12	2.51%	25/-7	212	2.90%
5964 "SPEEDS ABOVE 2400 BAUD ARE NOT SUPPORTED"	9	1.88%	4/-6	139	1.90%
18904 "UNABLE TO CONN.... ACCESS NUMBER AT THIS TIME"	7	1.46%	7/+1	108	1.48%
25360 HANGS - "STEP 3: CONNECTING..." - 14.4K	5	1.05%	new	22	0.30%
SUB-TOTAL >>>	75	15.69%		933	12.76%

Registration/Resignup	WEEKLY SAMPLING		CHANGE WKS / HITS	HISTORICAL SAMPLING	
	CASES	% HITS		CASES	% HITS
14725 "...SIGNUP NUMBER OR PASSWORD IS NOT VALID"	20	4.18%	9/+4	180	2.46%
9308 CERTIFICATE - REQUESTED	16	3.35%	13/+5	149	2.04%
5848 EXISTING MEMBER - TREATED AS "NEW USER"	6	1.26%	6/-5	100	1.37%
SUB-TOTAL >>>	42	8.79%		429	5.87%

TOP 25 CASES GENERATED >>>	314	4,291
TOTAL CASES GENERATED >>>	478	7,313
TOP 25 HIT PERCENTAGE >>>	65.69%	58.68%



# TOP 25 SYMPTOMS REPORT - MACINTOSH CLIENT CROSS-REFERENCE DATA

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

% of Calls Handled - This Period	69.27%
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% of Calls Handled - Last Period	76.55%
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Problem Type Hits (Hi/Low)	MAC 2.6	% Total
Online Error	1396	23.50%
Connection - After Handshake	812	13.67%
Application Launch Problem	641	10.79%
Connection - Modem Not Dialing	379	6.38%
Installation - Setup	290	4.88%
Registration/Resignup	139	2.34%
Mail Error	49	0.82%
Connection - Modem Dials	0	0.00%
Downloading Error	0	0.00%
GPF	0	0.00%
Signoff/Exit Problem	0	0.00%

Problem Type Hits (Hi/Low)	MAC 2.5.1	% Total
Connection - After Handshake	1071	20.36%
Connection - Modem Not Dialing	744	14.14%
Application Launch Problem	396	7.53%
Registration/Resignup	312	5.93%
Online Error	266	5.06%
Installation - Setup	248	4.71%
Connection - Modem Dials	115	2.19%
Downloading Error	0	0.00%
Mail Error	0	0.00%
GPF	0	0.00%
Signoff/Exit Problem	0	0.00%

Total Top 25 Cases	3,706	62.38%
Total Cases Generated	5,941	

Total Top 25 Cases	3,152	59.91%
Total Cases Generated	5,261	

Total Sessions & Client Use %	2,150,875	11.76%
Average Session Length	16.26	
Cases per Million Sessions	2,762	
Normalized 100% Cases per MS	3,988	

Total Sessions & Client Use %	1,492,725	8.16%
Average Session Length	15.62	
Cases per Million Sessions	3,524	
Normalized 100% Cases per MS	5,088	

Problem Type Hits (Hi/Low)	MAC 2.1	% Total
Connection - Modem Not Dialing	99	20.71%
Connection - After Handshake	75	15.69%
Connection - Modem Dials	56	11.72%
Registration/Resignup	42	8.79%
Installation - Setup	27	5.65%
Application Launch Problem	15	3.14%
Online Error	0	0.00%
Mail Error	0	0.00%
Downloading Error	0	0.00%
GPF	0	0.00%
Signoff/Exit Problem	0	0.00%

Total Top 25 Cases	314	65.69%
Total Cases Generated	478	

Total Sessions & Client Use %	158,147	0.86%
Average Session Length	15.17	
Cases per Million Sessions	3,023	
Normalized 100% Cases per MS	4,364	

# GLOBAL NETWORK NAVIGATOR - TOP 25 SYMPTOMS REPORT

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

Installation - Setup		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
36383	"ERROR (#30) HAS OCCURRED"	23	3.19%	6/-4	239	4.03%
34190	"SETUP NEEDS TO INSTALL... SYSTEM FILE... IN USE"	23	3.19%	6/+3	233	3.93%
31448	NO PROBLEMS - INSTALLATION HELP	19	2.64%	9/-15	229	3.86%
39054	"CANNOT WRITE COMPOBJ.DLL. FILE ... IN USE"	19	2.64%	3/-3	51	0.86%
39316	DOWNLOADED - PATCH FILE - NOT AUTO-INSTALLED	19	2.64%	new	22	0.37%
33427	"ERROR (# 8) HAS OCCURRED, ...UNABLE TO CONT."	16	2.22%	12/-34	370	6.24%
35899	"CAN'T WRITE CTL3DV2.DLL. FILE ALREADY IN USE"	16	2.22%	5/+1	83	1.40%
SUB-TOTALS >>>		135	18.75%		1,227	20.70%

Connection - Modem Not Dialing		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
34166	"GNN WAS UNABLE TO INITIALIZE YOUR MODEM"	18	2.50%	5/-10	127	2.14%
SUB-TOTALS >>>		18	2.50%		127	2.14%

Connection - After Handshake		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
32609	"INVALID ACCOUNT"	16	2.22%	new	37	0.62%
34183	"...FINAL CONN. STEP TO THE GNN DID NOT COMP..."	15	2.08%	8/same	233	3.93%
31507	HANGS - "CONNECTING TO GNN" - 14.4K/28.8K BAUD	9	1.25%	5/+1	91	1.54%
34180	"THE CONNECTION TO AOLNET HAS BEEN LOST"	8	1.11%	2/same	55	0.93%
SUB-TOTALS >>>		48	6.67%		416	7.02%

Registration/Resignup		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
31517	CERTIFICATE - REQUESTED	127	17.64%	14/+10	1,501	25.32%
31519	NO PROBLEMS - REGISTRATION QUESTIONS	30	4.17%	9/+11	207	3.49%
31520	"INVALID CERTIFICATE NUMBER OR PASSWORD"	17	2.36%	6/+2	153	2.58%
34038	"THE CERTIFICATE YOU HAVE ENTERED IS NOT VALID"	11	1.53%	new	102	1.72%
31521	EXISTING MEMBER - USER BOX IS BLANK	11	1.53%	5/+3	68	1.15%
SUB-TOTALS >>>		196	27.22%		2,031	34.27%

Online Error		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
38130	"COULD NOT OPEN MAIN WINDOW... TEMP DIR."	35	4.86%	4/-12	148	2.50%
38795	NETSCAPE - UNABLE TO USE WELLS FARGO ONLINE	18	2.50%	3/-17	78	1.32%
32597	"TRANSFER FAILED"	17	2.36%	6/-2	246	4.15%
38511	"COMMUNICATIONS ERROR #10060"	16	2.22%	2/+3	38	0.64%
31559	SLOW RESPONSE	8	1.11%	2/-7	98	1.65%
31550	FREEZES - HOURGLASS	8	1.11%	5/-5	74	1.25%
39559	USING NETSCAPE BROWSER WITH GNN	7	0.97%	new	7	0.12%
SUB-TOTALS >>>		109	15.14%		689	11.62%

Mail Error		WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
		CASES	% HITS	WKS / HITS	CASES	% HITS
31446	FEATURES - EXPLAINED	9	1.25%	new	72	1.21%
SUB-TOTALS >>>		9	1.25%		72	1.21%

TOP 10 CASES GENERATED >>>	515	4,562
TOTAL CASES GENERATED >>>	720	5,927
TOP 10 HIT PERCENTAGE >>>	71.53%	76.97%

# GLOBAL NETWORK NAVIGATOR (NONTECHNICAL) - TOP 10 SYMPTOMS REPORT

PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th

Product Info Questions	WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
	CASES	% HITS	WKS / HITS	CASES	% HITS
37005 REGISTRATION CERTIFICATE - REQUESTED	178	21.09%	2/+93	401	21.52%
36992 PRICING PLAN	91	10.78%	2/+24	196	10.52%
37002 SOFTWARE - REQUESTED	67	7.94%	2/+57	86	4.62%
36999 PAYMENT METHODS - ACCEPTABLE METHODS	24	2.84%	2/+10	56	3.01%
SUB-TOTALS >>>	360	42.65%		739	39.67%

Billing Questions	WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
	CASES	% HITS	WKS / HITS	CASES	% HITS
37181 ACCOUNT - CANCELLATION REQUESTED	288	34.12%	2/+58	682	36.61%
37160 ACCOUNT CHARGES - STATUS	13	1.54%	2/+4	28	1.50%
37159 ACCOUNT CHARGES - WHEN ARE THEY BILLED?	9	1.07%	new	16	
SUB-TOTALS >>>	310	36.73%		726	38.11%

General Questions	WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
	CASES	% HITS	WKS / HITS	CASES	% HITS
37017 GLOBAL NETWORK NAVIGATOR - SERVICE FEATURES	69	8.18%	2/+23	150	8.05%
SUB-TOTALS >>>	69	8.18%		150	8.05%

Screen Name/Password	WEEKLY SAMPLING		CHANGE	HISTORICAL SAMPLING	
	CASES	% HITS	WKS / HITS	CASES	% HITS
37203 PASSWORD - NEEDED BY CUSTOMER	36	4.27%	2/+19	67	3.60%
37201 USER NAME - NEEDED BY CUSTOMER	20	2.37%	2/+6	43	2.31%
SUB-TOTALS >>>	56	6.64%		110	5.90%

TOP 10 CASES GENERATED >>>	795	1,725
TOTAL CASES GENERATED >>>	844	1,863
TOP 10 HIT PERCENTAGE >>>	94.19%	92.59%

**TOP 25 / 10 SYMPTOMS REPORT - GNN CROSS-REFERENCE DATA****PERIOD OBSERVED: SUNDAY, AUGUST 20th to SATURDAY, AUGUST 26th**

% of Calls Handled - Last Period	96.66%
% of Calls Handled - This Period	99.36%

% of Calls Handled - Last Period	98.26%
% of Calls Handled - This Period	98.81%

Problem Type Hits (Hi/Low)	GNN	% Total
Registration/Resignup	196	27.22%
Installation - Setup	135	18.75%
Online Error	109	15.14%
Connection - After Handshake	48	6.67%
Connection - Modem Not Dialing	18	2.50%
Mail Error	9	1.25%
Connection - Modem Dials	0	0.00%
Application Launch Problem	0	0.00%
Downloading Error	0	0.00%
GPF	0	0.00%
Signoff/Exit Problem	0	0.00%

Problem Type Hits (Hi/Low)	GNN (NT)	% Total
Product Info Questions	360	42.65%
Billing Questions	310	36.73%
General Questions	69	8.18%
Screen Name/Password	56	6.64%

Total Top 25 Cases	515	71.53%
Total Cases Generated	720	

Total Top 10 Cases	795	94.19%
Total Cases Generated	844	

Total Sessions & Client Use %	102,766	0.56%
Average Session Length	26.97	
Cases per Million Sessions	7,006	
Normalized 100% Cases per MS	7,051	

Cases per Million Sessions	8,213
Normalized 100% Cases per MS	8,312